

W. 01416A-10-0450

ORIGINAL



0000123191

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 93328

Date: 2/16/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Dave Last: Bradford

Account Name: Dave Bradford

Street:

City: Flagstaff

State: AZ Zip: 86004

Home:

Work:

CBR:

is:

RECEIVED
2011 FEB 17 11 A 9 26
DOCKET CONTROL
ARIZONA CORPORATION COMMISSION

Utility Company: Doney Park Water

Division: Water Arizona Corporation Commission

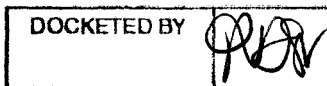
Contact Name: DOCKETED

Contact Phone: ()

Nature of Complaint: FEB 17 2011

OPINION OPPOSED

RE: Docket No. W-01416A-10-0450



Customer is opposed to the proposed 30% increase in rates. Customer does not feel Doney Park deserves the right to increase its rates when the Company can not provide adequate service to its customers. Per customer, when the electricity goes out customers loose their water also because the company does not have a back up generator.

Customer states that the Company's water quality is poor and when he washes his clothes and wears them by the middle of the day he starts to smell because the water is so horrible. The customer believes the water is contaminated with rust.

Customer further states that the Company is manipulative and intentionally delays posting payments to customer accounts so that they can assess late fees.

Customer hope the Commission will deny the Company's request as he does not feel they deserve the right to increase their rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I informed the customer that his opinion will be docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

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